

# Dialing 311 and 911

(Do You Know When to Use Them?)

## Call 911...

- When you are in immediate danger or witness a crime in progress
- For a serious injury or medical condition
- Do NOT call 911 for non-emergencies or to report a power outage (keep the phone lines open for emergency calls).

## Call 311...

When you need non-emergency services and information, like the following:

- School and after-school programs
- School bus information
- Public pools in the city and pool hours
- Volunteer activities in your neighborhood
- How to protect pets in an emergency (ask for "Ready New York for Pets")
- Health and counseling services for family members

You can get a live operator 24 hours a day at 311. There are translators available for 170 languages.

**Do NOT call 311 for emergencies.**

## Math Puzzle: New York, New York

In the math puzzle below, use your number smarts to fill in the missing numbers. The numbers in each row add up to the totals to the right. The numbers in each column add up to the totals along the bottom. Use numbers from 0-9 to solve the puzzle.

	3		7
		1	6
2	0		4
9	5	3	

When you have completed the puzzle, match the number in each colored square to read about some cool New York facts!

### New York Facts

- 7** In New York City, the average January snowfall is 7 inches. Seventh Avenue in Manhattan is also known as Fashion Avenue. There are 7 professional sports teams in NYC.
- 6** From 1998 through 2006, the number of overseas visitors to New York City was 6 million people. The New York City seal (shown on the official city flag, and on the back cover of this guide) is made up of 6 parts: the shield, the people, the year the city was born, the American eagle, the name of the seal in Latin, and a leafy branch (called laurel).
- 4** The Mayor is elected every 4 years, and heads New York City's executive branch. The Mayor works at City Hall.
- 9** Broadway, originating from Lower Manhattan at Bowling Green and ending in Albany, is one of the world's longest streets at 150 miles (241 kilometers). The official name of this street is Highway 9.
- 5** There are 5 boroughs in New York City.
- 3** Manhattan's street layout consists primarily of avenues and streets. The space between avenues is roughly 3 times larger than the space between streets.

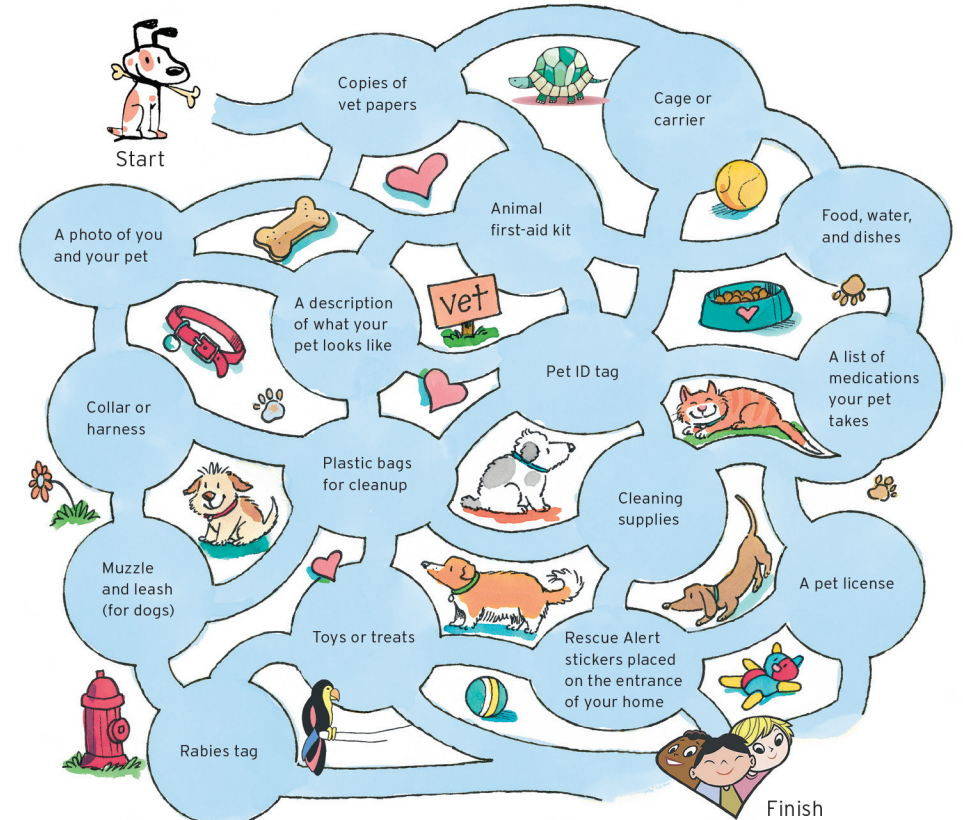
# New York Is a Great Place to Be!

Color in this picture of the Brooklyn Bridge.



## Help Puppy Plan for an Emergency!

Now that you've made a Household Emergency Plan, make a plan for your pet, too! Follow the maze on the right and collect at least 4 items your pet might need as you find your way out.



To get additional copies of this guide or to request this guide in other languages, call 311 or visit [nyc.gov/readyny](http://nyc.gov/readyny).

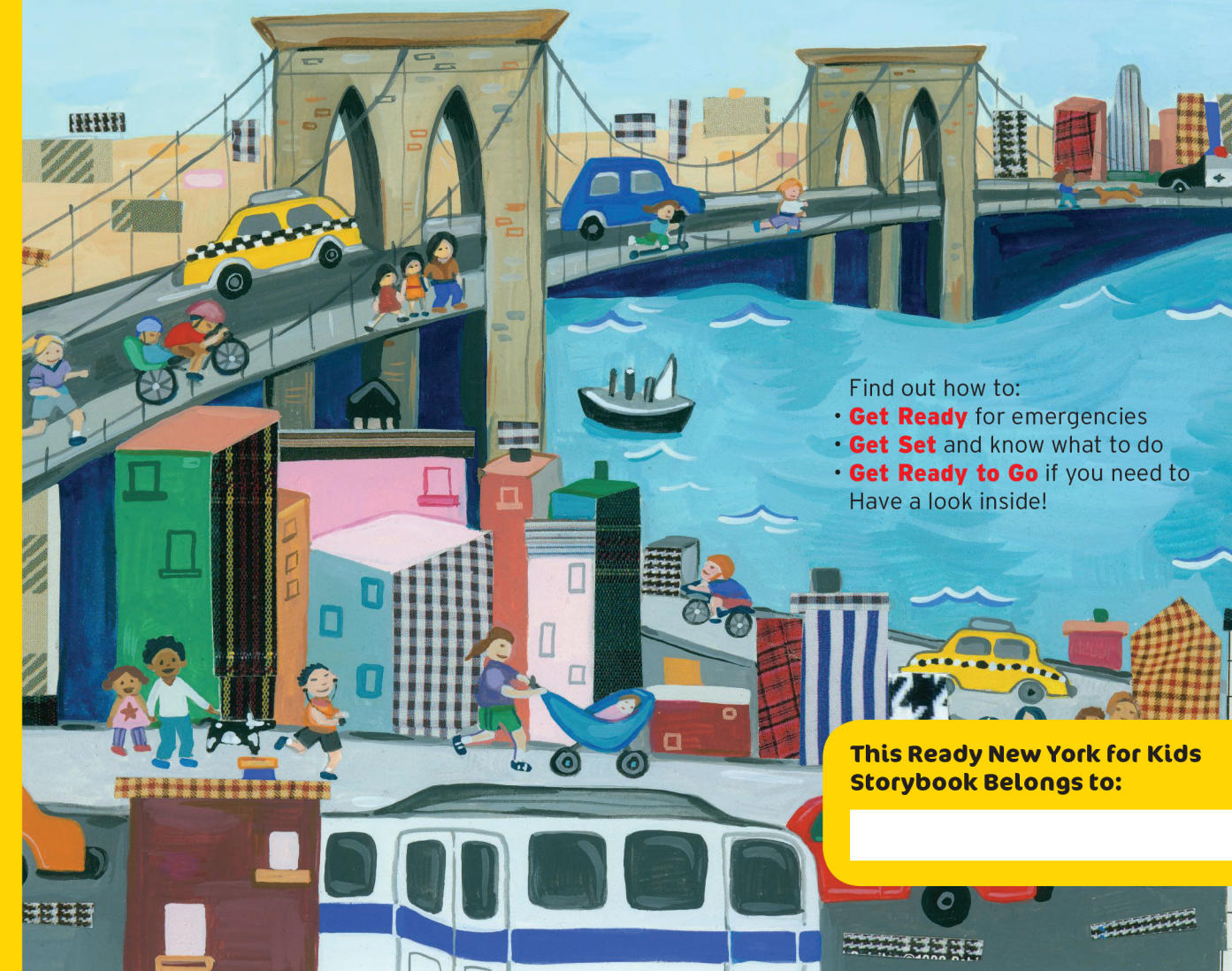


**NYC** Ready  
Office of Emergency Management  
Department of Education  
Bill de Blasio, Mayor

math puzzle answers:  
2 0 2  
1 2 E  
0 E

# Let's Get Ready, New York!

It's Smart to Get Set for the Unexpected



Find out how to:

- **Get Ready** for emergencies
  - **Get Set** and know what to do
  - **Get Ready to Go** if you need to
- Have a look inside!

This Ready New York for Kids Storybook Belongs to:

# Let's Get Ready, New York!

This book can help you begin to plan for an emergency in your neighborhood or around the city. New York is getting ready...now turn the pages to find out how you can get ready, too!



**1** Do you live in New York City? What a great place to be! There's always something going on And some things we can't foresee

**2** Because we never can be sure Exactly what will be It's smart and safe to make A plan for an emergency

**3** Emergencies, like fires and storms Do happen, yes it's true But knowing what to do in one Is what we all must do

**4** The mayor knows just what to do The schools are also wise It's our turn now—boroughs of five To plan to be ready for any surprise

**5** So turn the page to find out more It's easy as can be Come on, New York, we all can be Ready in an emergency

So get ready, New York. It's the smart and safe thing to do! To find out more, turn the page!

# Let's Get Ready!

Whether you live in Staten Island, Brooklyn, Queens, the Bronx, or Manhattan, it's always best to be smart and safe. Are you ready for an emergency? Does your family have a plan? Do you know what your school's plan is? Read the poem below to see how some kids are getting ready all over the five boroughs. When you've made your own family plan, then you'll be ready, no matter what may come!

When you're finished reading the poem, look at the map and put a star over the location of your home and your school.

## 1 Get Ready: Make a Plan

It's time for us to **make a plan**  
In case we're not together  
A plan for **where we'll meet loved ones**  
In any kind of weather

**Phone numbers** are the thing we'll need  
We'll have to **gather two**  
One for someone near your **home**  
One for someone **far away from you**

We'll **practice our plan** to be quite sure  
We know just **what to do**  
We'll talk about the steps we'll take  
And **write them all down** too

It's time for us to **make a plan**  
No matter where we are  
For where we'll **meet outside the home**  
One place that's **near, one far**

By **getting ready** with a plan  
We know that we will be  
Feeling **safer** and **prepared**  
**Ready** in an emergency

## 2 Get Set: Prepare at Home

For **getting set to stay at home**  
For one or several days  
We'll need a **Stay-at-Home Kit**  
It's **smart** in many ways

A **flashlight** to bring light to night  
A **whistle's** helpful sound  
**Canned food** and **bottled water**  
Can all be simply found

With kit in hand and ready  
**In one place** and not in three  
Our family can be **safe at home**  
**Ready** in an emergency

## 3 Get Ready to Go: Pack a Bag

But sometimes families **have to go**  
And **leave home** for a while  
When things take place so **suddenly**  
One must go the extra mile

A **Go Bag**, all packed with care  
Will help to **ease the way**  
And bring the things we **need and love**  
To pass the time of day

Some **food and drink** for all of us  
A **map** and **flashlight** to help us see  
Pack a **favorite book** and a **radio**  
**(Don't forget the batteries!)**

We're **ready** now for anything  
No matter what will come  
If we're **away, at school, or home**  
**Our plan** is nearly done

In school we'll follow **teacher's words**  
At home our **family plan**  
We're all prepared for what will be  
**Ready** in an emergency

# Tear-Out Family Pages

(for parents and guardians) Follow the steps ahead to help you and your family stay safe in an emergency.

## 1 Get Ready: Make a Plan

Every school has a plan in case of an emergency. For more information about School Safety Plans, ask for the Parent Guide from your child's school.

Sit down with your family to create a plan for how to handle an emergency. If families stay in touch with each other, everyone can manage better in an emergency.

- Make a list of phone numbers for each person in your family network and the places they spend their time (at work, school, etc.). Include your son(s) or daughter(s); husband or wife; your child (or children's) school(s); etc.
- To connect with your family, plan to meet at a specific place. Write down the name and location of your meeting place.
- If your family can't find each other, plan to call someone you know who lives far away. Write down his or her name and phone number. Give your "faraway" person a copy of your Emergency Plan. Be sure he or she agrees to be your communication hub.
- Fill out the Emergency Plan card to the right. Make one copy of the card and your Family Plan for each person your plan includes.

## 3 Get Ready to Go: Pack a Go Bag

In an emergency you may need to leave your home very quickly. Every person in your home should have a Go Bag (even pets!).

A Go Bag should be sturdy and easy to carry, like a backpack or suitcase on wheels. Check the supplies at least twice a year to be sure it's ready at all times.

Your Go Bag should include:

- Copies of your important papers (photo IDs, insurance cards, birth certificates, or titles for car or home) in a waterproof container
- Extra set of car and house keys
- Copies of credit and ATM cards and cash in small denominations
- Bottled water and nonperishable food such as energy or granola bars
- Toothpaste, toothbrushes, wet cleaning wipes, child care items, and so on
- Flashlight
- Battery-operated AM/FM radio and extra batteries
- Written list of medications taken by each person in your household
- First-aid kit
- Phone numbers and meeting place information for your household
- Small map of the New York City area

Once it's filled, test your Go Bag to be sure you can carry it easily.

## 2 Get Set: Be Ready to Stay at Home

In an emergency you may need to stay at home. In this case, you need enough supplies for at least three days. Keep these items in a separate container or special cupboard.

Your Stay-at-Home Kit should include:

- One gallon of drinking water per person per day
- Nonperishable, ready-to-eat canned foods and manual can opener
- First-aid kit, flashlight, and whistle
- Battery-operated radio and extra batteries
- Iodine tablets or one quart of unscented bleach (for disinfecting water ONLY if directed to do so by health officials) and eyedropper (for adding bleach to water)
- A phone that does not need electricity to work. Most landlines need electricity. A cell phone should work in an emergency as long as it's charged.

### Household Emergency Plan

Your Name: \_\_\_\_\_

Parent/Guardian's Name: \_\_\_\_\_

Parent/Guardian's Phone #: \_\_\_\_\_

Family Meeting Place: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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